

1-EM-EC	CODE OF ETHICS AND CONDUCT
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Authorised by:	Board of Directors
Date of Issue:	26/11/2013

Version:	1.6
Date approved:	24/05/2023
Next review date:	24/05/2024

Policy context	
Relevant Standards or other external requirements:	<ul style="list-style-type: none"> • Aged Care Quality Standards – <ul style="list-style-type: none"> ○ Standard 8 Organisational Governance ○ Standard 1 Effective Management • NDIS Practice Standards <ul style="list-style-type: none"> ○ Core Module ○ Standard 1 – Rights and Responsibilities ○ Standard 2 – Provider Governance and Operational Management
Relevant legislation or other requirements:	<ul style="list-style-type: none"> • <i>Aged Care Act 1997</i> (Cth) • <i>Anti-Discrimination Act 1977</i> (NSW) • <i>National Disability Insurance Scheme Act 2013</i> (Cth) • <i>Disability Services Act 1986</i> (Cth) • <i>Racial Discrimination Act 1975</i> (Cth) • <i>Sex Discrimination Act 1984</i> (Cth) • <i>Disability Discrimination Act 1992</i> (Cth) • <i>Age Discrimination Act 2004</i> (Cth) • <i>Workplace Gender Equality Act 2012</i> (Cth) • <i>Public Interest Disclosures Act 1994</i> (Cth) • <i>Home and Community Care Act 1985</i> (Cth) • <i>Corporations Act 2001</i> (Cth) • <i>Freedom of Information Act 1982</i> (Cth) • <i>Privacy Act 1988</i> (Cth) • <i>Work Health and Safety Act 2011</i> (NSW)
Relevant contractual obligations	<ul style="list-style-type: none"> • Agreement between the Organisation and the Australian Government Department of Health • Agreement between the Organisation and National Disability Insurance Agency

Other documents related to this Policy	
Related Organisation policies:	<ul style="list-style-type: none"> • Conflict of Interest Policy • Privacy Policy • Confidentiality Policy • Discrimination, Harassment and Bullying Policy • Employee Policies and Procedures Manual
Related Organisation forms, procedures or other documents:	<ul style="list-style-type: none"> • Organisational Structure • Grievance Procedure Information and Referral • Board Conflict of Interest Register • Incident Report Form • Disciplinary Reports

1. Policy Statement

The Organisation is committed to ensuring that all of its Workers and Directors act ethically, responsibly and in the best interests of the Organisation.

2. Scope

This Policy applies to the Organisation and each of its Workers and Directors.

All Workers will sign an agreement to adhere to the Code of Ethics and Conduct on joining the Organisation.

3. Definitions

In this Policy, unless the context, subject matter or circumstances indicate otherwise:

- (a) **Board of Directors** means the persons appointed to the Board of Directors of the Organisation;
- (b) **Director** means a person appointed to the Board of Directors or otherwise deemed to be a director of the Organisation by law;
- (c) **Organisation** means One Direct Connect Limited ABN 18 162 620 242 (trading as Meals on Wheels Central Coast); and

- (d) **Worker** means the Organisation's employees and volunteers (but does not include Directors). It may, in an appropriate context, also extend to contractors to the Organisation who perform similar work to the Organisation's employees or volunteers.

4. The Organisation's Values

This Code of Ethics and Conduct requires Workers and Directors to commit to the following values:

Integrity, transparency and accountability

- act honestly at all times
- be transparent when making decisions or giving advice
- ensure all actions can withstand scrutiny

Respect, co-operation and commitment

- act fairly and equitably
- respect others, their values and their rights
- respect privacy and confidentiality
- create an environment that is free of discrimination, harassment or victimisation
- work towards common goals
- enhance our clients' lives

Caring, achievement and community focused

- caring for each other and the community
- focused on improving service delivery

Accountability

- work within the goals and objectives of the Organisation
- follow the rules, policies and procedures of the Organisation
- act within the law
- undertake all duties in a diligent manner
- not act in a way that brings them or the Organisation into disrepute

Personal behaviours

- work cooperatively as a member of the team
- support colleagues and treat everyone with respect and courtesy

- discuss ethical concerns with colleagues and CEO
- project a positive image of the Organisation
- not be absent from duties without an appropriate reason
- maintain confidentiality

5. Conflicts of interest

The Organisation is committed to ensuring that individual interests that conflict with the interests of the Organisation are identified and managed so that they do not affect the services, activities or decisions of the Organisation.

Conflicts of interest must be managed in accordance with the Organisation's Conflict of Interest Policy.

6. Confidentiality and privacy

All Workers and Directors must respect and keep confidential internal matters of the Organisation, and respect the privacy of others.

Detailed guidance on these issues is in the Organisation's Confidentiality Policy and Privacy Policy.

7. Use of resources

Workers and Directors must:

- (a) recognise the resources, including physical financial, technological and intellectual property resources, that belong to the Organisation (**Resources**);
- (b) use all Resources efficiently and only for appropriate purposes; and
- (c) respect and safeguard the Resources.

8. Harassment, discrimination and bullying

Harassment, discrimination and bullying are unacceptable and contrary to the Organisation's values.

Detailed guidance on these issues is in the Organisation's Discrimination, Harassment and Bullying Policy.

9. Reporting unethical behaviour

If a person believes that the behaviour of any Worker or Director:

- (a) is contrary to this Code of Ethics and Conduct;
- (b) is in violation of any law, or is corrupt conduct or misconduct;
- (c) constitutes mismanagement of Resources or fraudulent behaviour;
- (d) is behaviour that creates a danger to public health, safety or the environment,

they must report it:

- (e) in the case of behaviour by any Director or the CEO, to the Chairperson or another member of the Board of Directors; and
- (f) in the case of any other Worker, to the CEO.

Detailed guidance on these (and similar) issues is in the Organisation's Whistleblower Policy.

10. Other matters

This Policy is not in any way incorporated into, nor does it form any part of any Worker's contract of employment or engagement with the Organisation, and it may be varied or rescinded by the Organisation in its absolute discretion.

Policy review history

Reviewing and approving this Policy		
Frequency	Review conducted by	Approval
Annually	CEO	Board of Directors

Policy review and version tracking				
Review	Date Approved	Version approved	Approved By	Next Review Due
1	26/11/2013	-	Management Committee	26/11/2014
2	19/06/2016	-	MOWCC Board of Directors	19/06/2017
3	19/08/2018	-	MOWCC Board of Governance	19/08/2019
4	23/10/2019	-	Board of Directors	23/10/2020
5	23/04/2021	[1.4]	Board of Directors	23/04/2022
6	23/03/2022	1.5	Board of Directors	23/03/2023
7	24/05/2023	1.6	Board of Directors	24/05/2024

